



**EXHIBIT C**

## **NOTICE**

This document has been prepared exclusively for:

December 11, 2003

Case Number or Client I. D. 014208.1635

Number of pages to follow: 5 Attn: Chad Terrell/Esmarie Garland

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**Comments:**

The text on the left side of the figure was cut off (step 3 in Fig.2) when the figure was sent to us.

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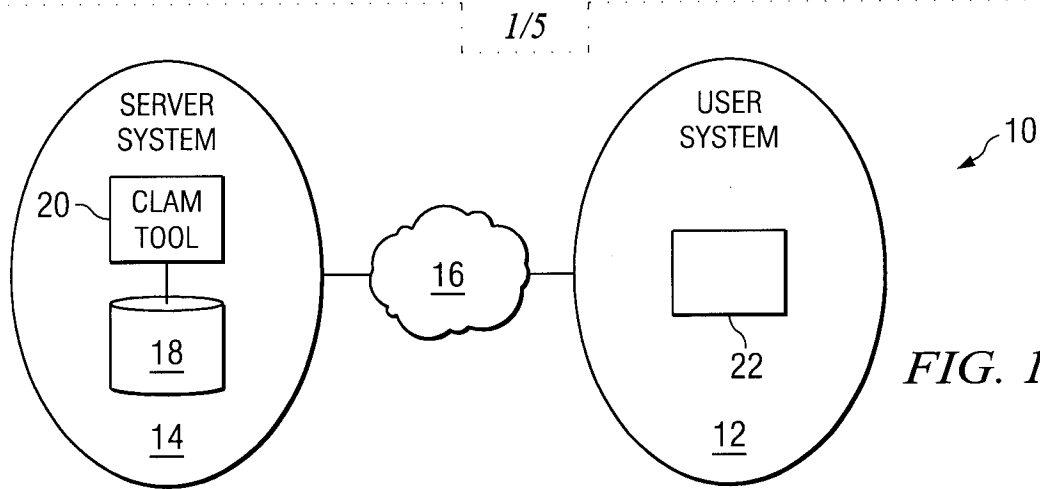
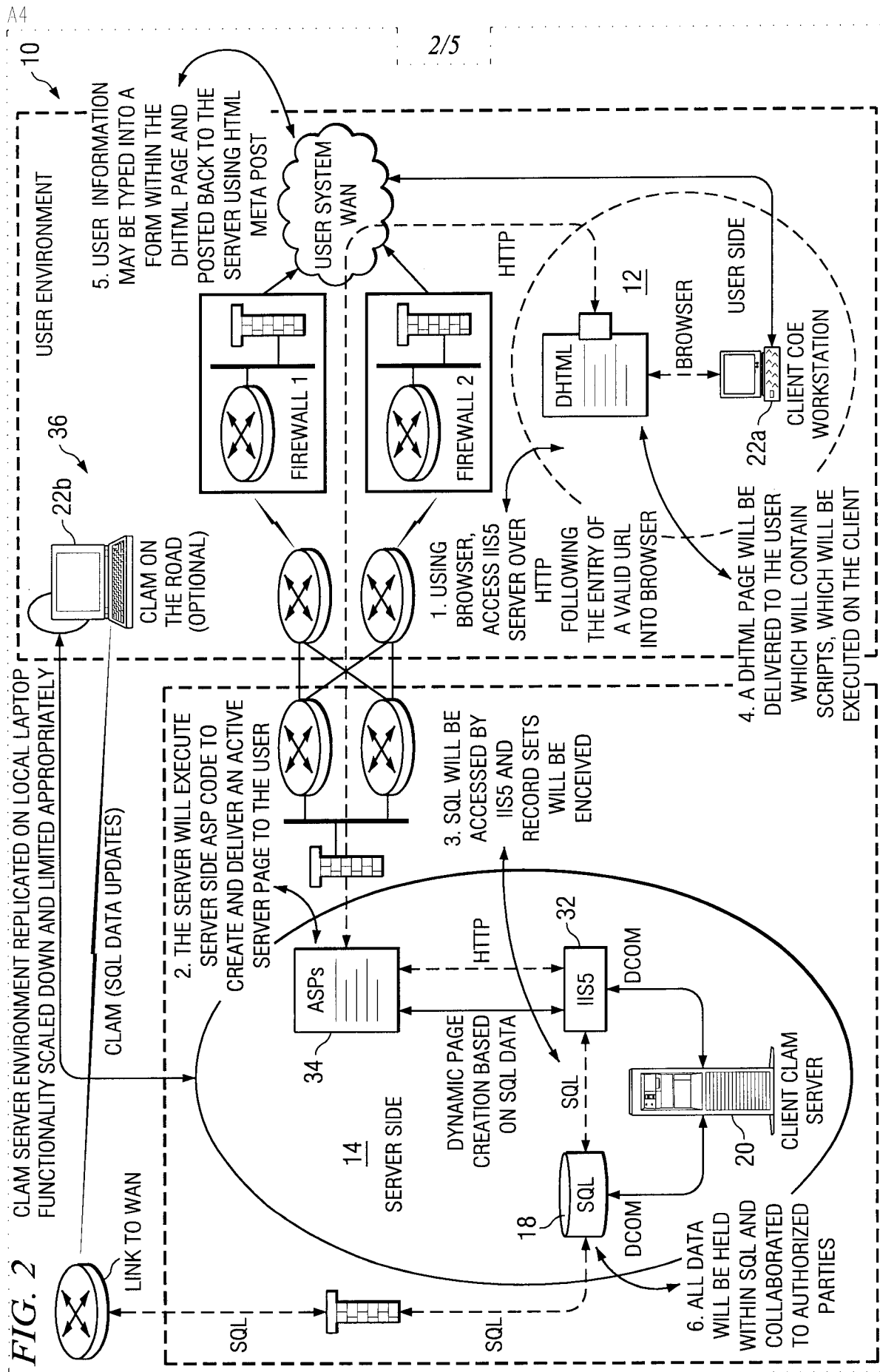


FIG. 4

# INTERFACE CONCEPTS

- 150
- I. PRE
    - A. PROCUREMENT
      - i. GOODS IN
      - ii. GOODS OUT
      - iii. ORDERING REPORT
    - B. RESOURCING
      - i. PROJECTS
      - ii. ROLES
    - C. SCHEDULING
      - i. BANK HOLIDAYS
      - ii. SITE ACTIVITIES
    - D. SYSTEMS ADMIN
      - i. UTILITIES
        - a. CREATE USER
        - b. DAYBOOK REPORT
        - c. GEOGRAPHICAL DATA
        - d. SYSTEM GROUPS
        - e. USER BROWSER
    - E. WORKFLOW
      - i. CHANGE REQUESTS
      - ii. HIGH LEVEL SUMMARY
  - II. ADMINISTRATION
    - MY DETAILS
    - INSTALLING CLAM
    - CONNECTING TO CLAM (CLIENT)
    - GETTING STARTED

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FIG. 3

## CONCEPTS

3/5

- I. ADMINISTRATION
  - A. GROUPS
  - B. SYSTEM USERS
  - C. USER RIGHTS
  - D. GEOGRAPHIC DATA
  - E. ATTRIBUTE MAPPING
- II. COLLABORATION
  - A. NEWS
  - B. FORUMS
  - C. KNOWLEDGE BASE
  - D. REPOSITORY
- III. ESTATE
  - A. EQUIPMENT
    - i. ASSETS
    - ii. LOAN EQUIPMENT
    - iii. LICENSES
    - iv. ORDERING
    - v. STOCK
    - vi. GOODS MOVEMENT
  - B. SITE MAPPING
    - i. SITE
    - ii. BUILDINGS
    - iii. WORK AREAS
    - iv. LOCATION POINTS
    - v. FACILITIES MANAGEMENT
- IV. IMAC
  - A. ADDING PRODUCTS OR SERVICES
  - B. REMOVING PRODUCTS OR SERVICES
  - C. OFFICE MOVES
- V. ORGANIZATION
  - A. DOMAINS
  - B. GROUPS
  - C. ROLES
  - D. MEMBER OF STAFF
  - E. BUSINESS STREAM
- VI. RESOURCING
  - A. SITE ACTIVITIES
  - B. SITE ACTIVITY PLAN
  - C. SKILLS MATRIX
  - D. RESOURCE TEAMS
  - E. BANK HOLIDAYS
  - F. SECURITY CLEARANCE
  - G. PROJECTS
- VII. SERVICES
  - A. PRODUCT CATALOGUE
  - B. SERVICE LIST
  - C. CATEGORIES
- VIII. TOPOLOGY
  - A. BUSINESS RULES
  - B. BUILD KEYS
  - C. DNS NAMES
  - D. IP ADDRESSES
- IX. WORKFLOW
  - A. SERVICE MANAGEMENT
    - i. INCIDENTS
    - ii. ESCALATIONS
    - iii. PERSONAL FOLLOW-UPS
    - iv. TEAM FOLLOW-UPS
    - v. SERVICE PROVIDERS
      - a. CONTRACTS
      - b. SERVICE LEVEL AGREEMENTS (SLAs)
  - B. WORK HANDLING
    - i. DROP SHEETS
    - ii. LOW LEVEL CONFIGURATION
    - iii. USER ACCEPTANCE TESTING

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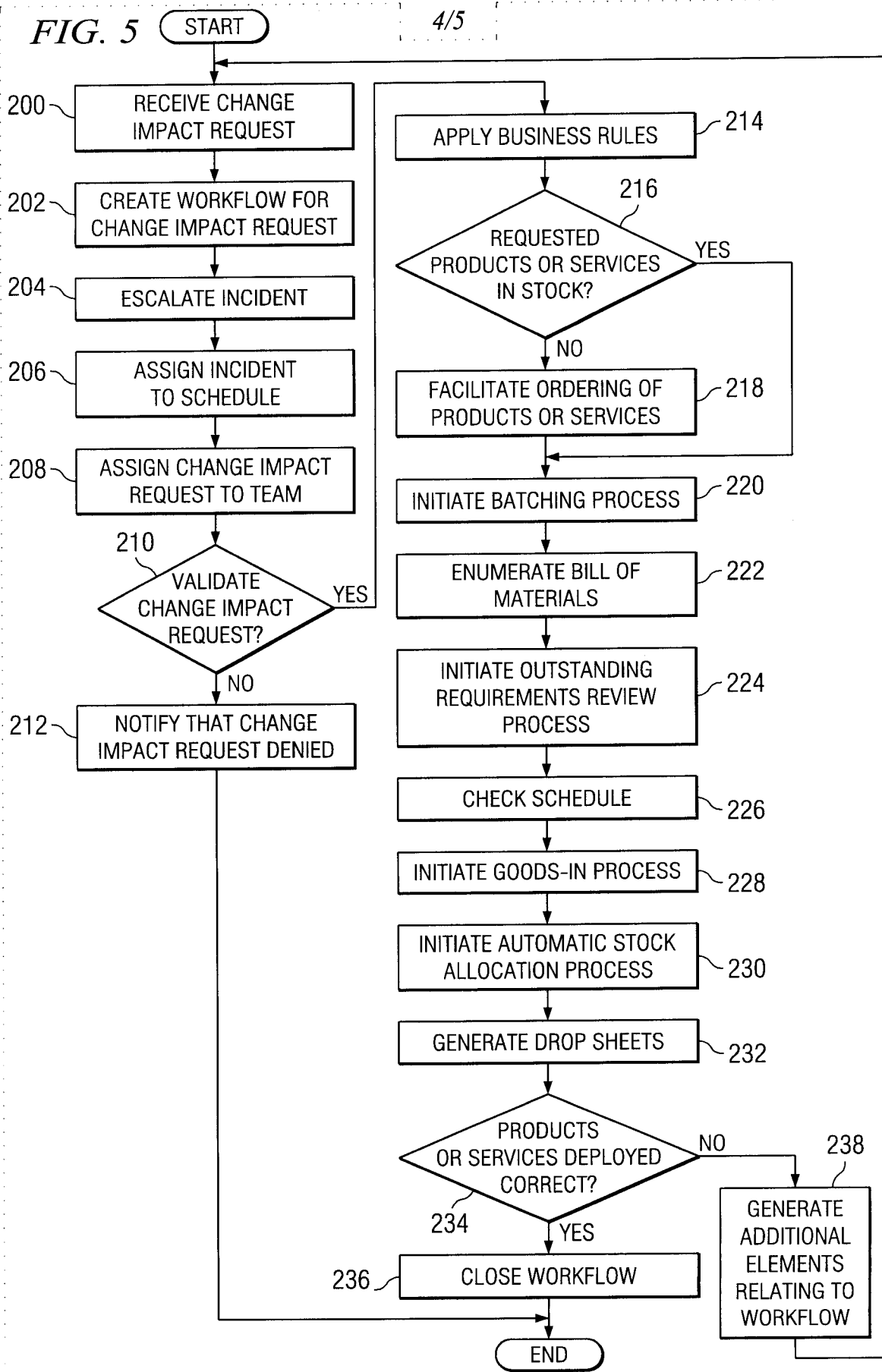
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FIG. 5

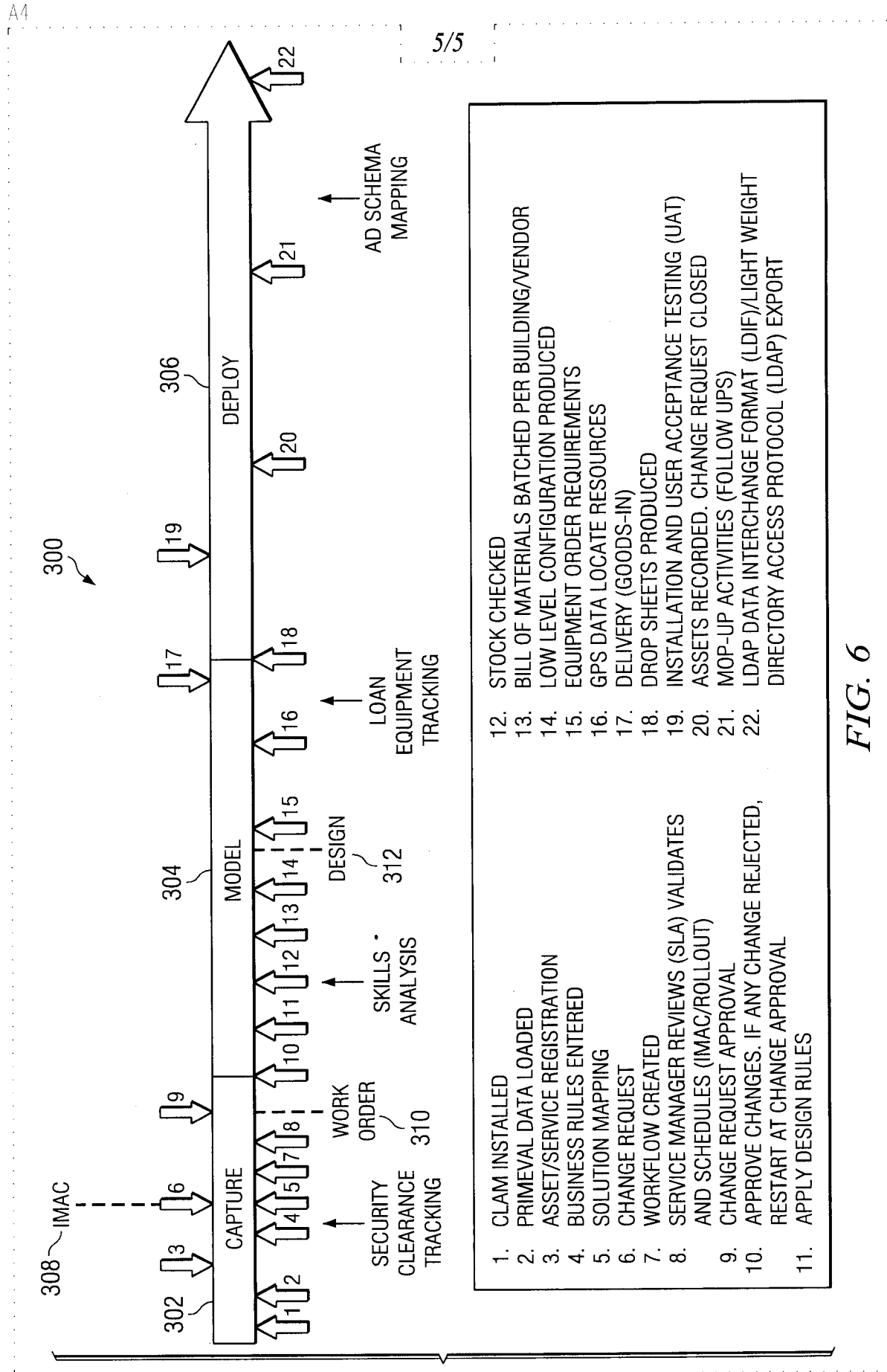
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